



RECEIVED

36 Summit Avenue  
P.O. Box 9069  
Albany, NY 12209

ph: 518.465.9748  
fax: 518.465.4441

comphome@nycap.rr.com

October 19, 2010

Postal Regulatory Commission  
Office of the Chief Admin. Officer  
OFFICE OF THE SECRETARY

OCT 25 2010

A2011-1

Diana L. Wright  
Completely Home, LLC  
36 Summit Avenue  
Albany, NY 12209-1614

Shoshana Grove, Secretary of the Commission  
Postal Regulatory Commission  
901 New York Avenue NW  
Washington, D.C. 20268-0001

Re: Appeal of closure of Delaware Station, Albany, New York, 12209

Dear Ms. Grove:

Please accept this letter as a petition for review of the United States Postal Service's decision to close the Delaware Station post office, located at 332 Delaware Avenue, Albany, New York 12209.

This appeal is being made by Diana L. Wright, Owner, Completely Home Real Estate. I rent a PO box from the Delaware Station for my business and frequently (3-4 times a week) go to the post office to conduct business. I am a real estate appraiser, landlord, and Real Estate Broker and use the services provided on a regular basis. The location of the Delaware Station plays an integral part of the running of my business from my home based office around the corner. My stationery, website and advertising use the post office box address.

The respondent in this appeal is the United States Postal Service.

The determination that I am appealing is stated in the September 22, 2010 letter from Edward F. Phelan, Jr., District Manager, United States Postal Service.

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NYS Licensed Real Estate Appraiser  
NYS Licensed Real Estate Broker



I believe that the Postal Service's decision didn't follow the required procedure because the September 22, 2010 letter failed to notify anyone about the opportunity to appeal the determination to close the station.

I also believe that it is arbitrary for several reasons: First the study which determined that the Delaware Station was not frequented enough to remain open was based on the two years that Delaware Avenue was under construction, and therefore the numbers collected are not an accurate depiction of normal traffic at this location. Second, the letter did not address the impact that the visually impaired, and/or non driver residents in this neighborhood will be effected. This neighborhood is desired by an extremely large number of both visually impaired AND by people who are very concerned about the environment and the footprint we are leaving on it. This neighborhood is a great walking neighborhood, which keeps air pollution down, reduces fossil fuel usage. This is NOT a suburban neighborhood. We live here because we have all of the necessities within walking distance. The post office is a necessity. The letter did not address the negative impact that closing the Postal Office will have which the Postal Service apparently failed to take into account.

Yours truly,

  
Diana L. Wright



September 22, 2010

Postal Box Customer  
Albany NY 12209

This is to inform you of the U.S. Postal Service's decision to permanently close the Delaware Station located at 332 Delaware Avenue in Albany New York. We advised you on October 19, 2009 of our intent to conduct a feasibility study and the final decision has been made. This office will be open and operational until December 31, 2010.

Because of the drastic decline in mail volume, the Postal Service is in a fiscal crisis and must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, the Postal Service becomes a more efficient and effective organization.

I want to assure you that the community's input was received and carefully considered before making this decision. Ultimately, based on all of the factors involved, the decision was made to proceed with the closure.

Local mail delivery will not be affected by this move. Full retail services will still be available in neighboring offices and our customers will continue to receive the same excellent service they always have.

If you are currently a Post Office Box holder at the Delaware Station, you will be able to continue to keep your current PO Box number and zip code at the Albany Main Post Office, 45 Hudson Ave in Albany.

However, a trip to the Post Office can be skipped altogether and you can purchase stamps and shipping labels online using the Postal Service's website, [usps.com](http://usps.com). You can also request free package pickup at [usps.com](http://usps.com). The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1.800.STAMP 24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

If you have questions, or need additional information, please contact David Desrosiers, Manager Consumer Affairs at 518-452-2406.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ed Phelan Jr.", written over a horizontal line.

Edward F. Phelan Jr.  
District Manager



September 22, 2010

Postal Customer  
Albany NY 12209

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I want to assure you that the community's input was received and carefully considered before making this decision. Ultimately, based on all of the factors involved, the decision was made to proceed with the closure.

Local mail delivery will not be affected by this move. Full retail services will still be available in neighboring offices and our customers will continue to receive the same excellent service they always have.

The Post Offices, stations or branches nearest to your residence are located at:

- Academy Station, 563 New Scotland Ave., Albany NY 12208
- Delmar Post Office, 357 Delaware Ave., Delmar NY 12054
- Albany Main Post Office, 45 Hudson Ave., Albany NY 12207

A trip to the Post Office can be skipped altogether and you can purchase stamps and shipping labels online using the Postal Service's website, [usps.com](http://usps.com). You can also request free package pickup at [usps.com](http://usps.com). The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1-800-STAMP-24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

If you have questions, or need additional information, please contact David H. Desrosiers, Manager, Consumer Affairs at (518) 452-2406 or [david.h.desrosiers@usps.gov](mailto:david.h.desrosiers@usps.gov).

Sincerely,

A handwritten signature in dark ink, appearing to read "Ed F. Phelan, Jr.", written over a horizontal line.

Edward F. Phelan, Jr.  
District Manager  
Albany District